

We claim:

1. A method for processing a call from a calling telephone station,
the method comprising:

- (a) generating a query in response to a terminating attempt trigger that is activated upon receipt of the call;
- (b) accessing an indication of a language preference that is associated with the calling telephone station in response to the query; and
- (c) providing routing information based on the indication of the language preference.

2. The method of claim 1, wherein (a) further comprises transmitting the query from a switch to a processor.

3. The method of claim 1, wherein (b) further comprises performing a database lookup.

4. The method of claim 1, wherein (c) further comprises providing routing information based upon predetermined logic instructions.

5. The method of claim 1, wherein (c) further comprises transmitting the routing information from a processor to a switch.

6. The method of claim 1, further comprising:

- (d) routing the call to a predetermined destination in response to the routing information.

7. The method of claim 6, wherein (d) comprises routing the call to a predetermined interactive voice response unit in response to the routing information.

8. The method of claim 7, wherein the interactive voice response unit implements a language associated with the language preference that is associated with the calling telephone station.

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9. The method of claim 6, wherein (d) comprises routing the call to a predetermined call center in response to the routing information.

10. The method of claim 9, wherein the call center implements a language associated with the language preference that is associated with the calling telephone station.

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11. The method of claim 1, further comprising, prior to (a), storing an indication of a language preference that is associated with the calling telephone station in a database.

12. The method of claim 1, further comprising, prior to (a), storing an indication of a language preference that is associated with the calling telephone station in a line information database.

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13. A system for processing a call from a calling telephone station, the system comprising:

15 a terminating switch operable to receive a call that originated from the calling telephone station, generate a query in response to a terminating attempt trigger that is activated upon receipt of the call, and transmit the query to a processor; and

20 a processor coupled with the terminating switch, the processor being operable to access a stored indication of a language preference that is associated with the calling telephone station in response to the receipt of the query transmitted from the terminating switch, wherein the indication of the language preference identifies a preferred language for transmitting information to the calling telephone station, and being operable to provide routing information in response to the indication of the language preference, wherein the routing information comprises routing instructions for routing the call to a predetermined destination that implements the preferred language.

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14. The system of claim 14, further comprising an originating switch coupled with the terminating switch, the originating switch being operable to

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receive the call from the calling telephone station and route the call to the terminating switch.

15 15. The system of claim 14, further comprising an interactive voice response unit coupled with the calling telephone station, wherein the interactive voice response unit implements the preferred language.

16. The system of claim 14, further comprising a call center coupled with the calling telephone station, wherein the call center implements the preferred language.

10 17. The system of claim 14, wherein the processor comprises a service control point.

18. The system of claim 14, wherein the processor comprises predetermined logic instructions.

19. The system of claim 14, wherein the terminating switch comprises a service switching point.

15 20. A computer usable medium having computer readable program code embodied therein for processing a call from a calling telephone station, the computer readable program code comprising:

20 a first computer readable program code for causing a first computer to access a stored indication of a language preference that is associated with the calling telephone station in response to the receipt of a query, wherein the indication of the language preference identifies a preferred language for transmitting announcements to the calling telephone station, and wherein the query is generated in response to a terminating attempt trigger that is activated in response to the receipt of the call; and

25 a second computer readable program code for causing a second computer to provide routing information in response to the indication of the language preference, wherein the routing information comprises routing

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13 instructions for routing the call to a predetermined destination that implements the preferred language.

21. The invention of claim 20, wherein the first computer readable program code further comprises computer readable program code for causing the first computer to route the call to a predetermined destination in response to the routing information.

Sub A4 22. A method for processing a call from a calling telephone station, the method comprising:

- 10 (a) storing an indication of a language preference that is associated with the calling telephone station, wherein the indication of the language preference identifies a preferred language for communicating with the calling telephone station;
- 15 (b) receiving, at an originating switch, a call from the calling telephone station;
- (c) routing the call from the originating switch to a terminating switch;
- (d) generating a terminating attempt trigger, using the terminating switch, in response to (d);
- 20 (e) transmitting a query from the terminating switch to a processor in response to the terminating attempt trigger;
- (f) accessing the indication of the language preference, using the processor, in response to the query;
- 25 (g) providing routing information, using predetermined logic instructions, in response to the indication of the language preference, wherein the routing information comprises routing instructions for routing the call to a predetermined destination that implements the preferred language;
- (h) routing the call to the predetermined destination based on the routing information.

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23. The method of claim 22, wherein (h) comprises routing the call from the terminating switch to an interactive voice response unit that implements the preferred language.

24. The method of claim 22, wherein (h) comprises routing the call
5 from the terminating switch to a call center that implements the preferred language.

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AS 25. The method of claim 22, further comprising receiving information that identifies a language preference that is to be associated with the calling telephone station, prior to (a).

10 26. The method of claim 22, further comprising receiving information from the calling telephone station that identifies a language preference that is to be associated with the calling telephone station, prior to (a).

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